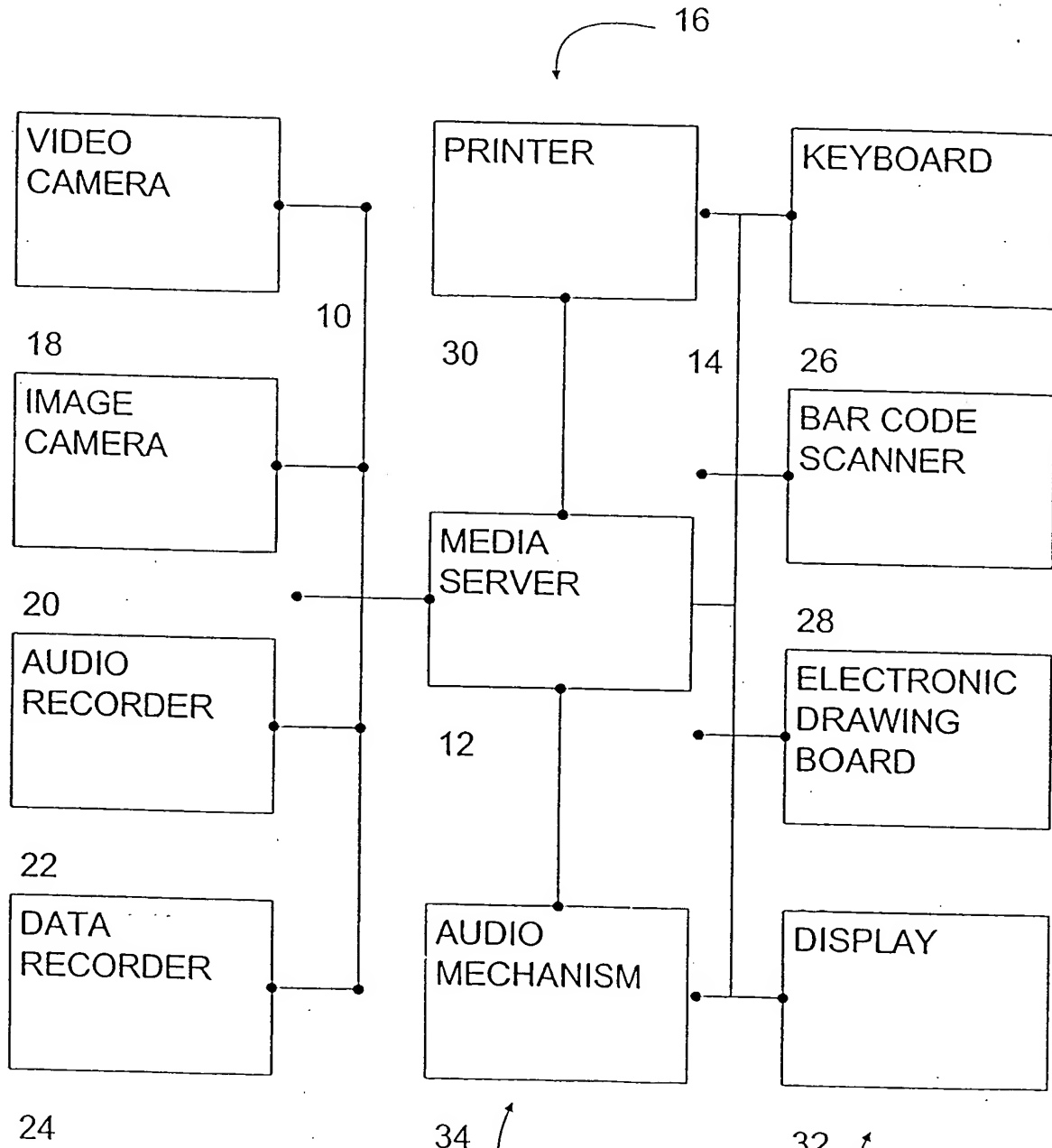


FIGURE 1



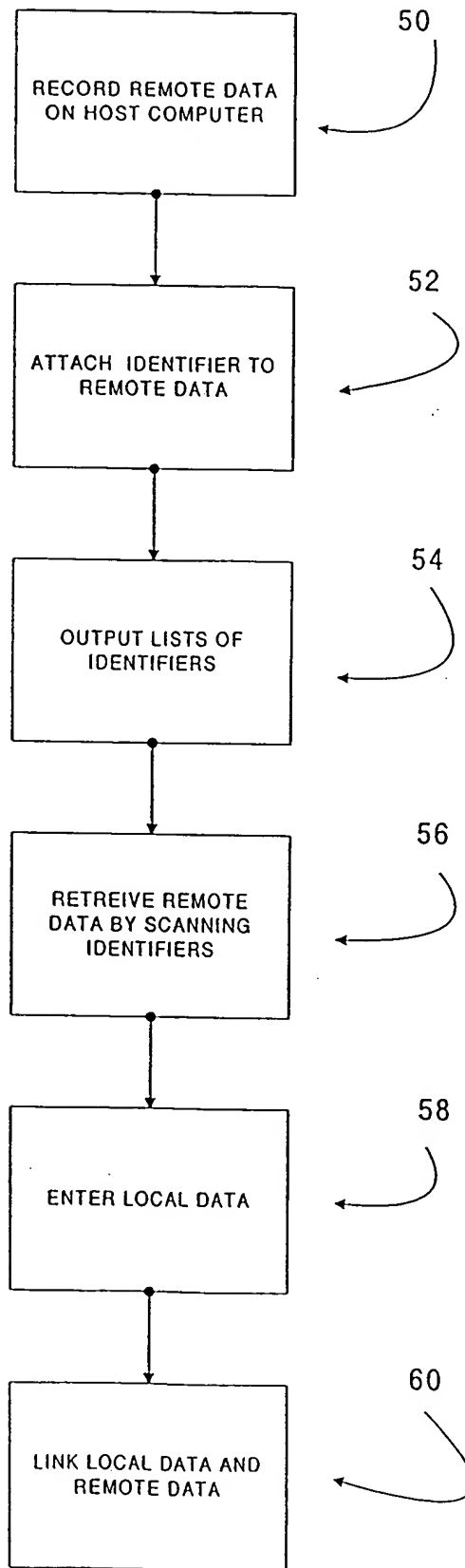


FIGURE 3

10007261-110701

10007261.110701









46	42	44
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION

FIGURE 4

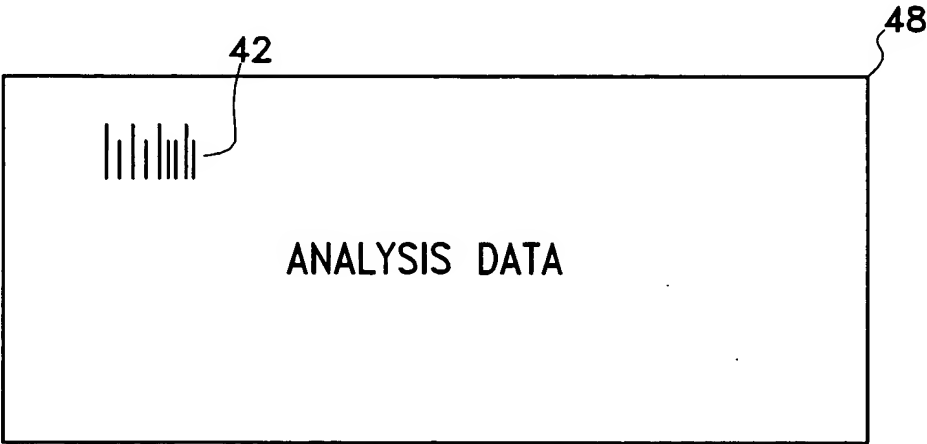


FIGURE 5

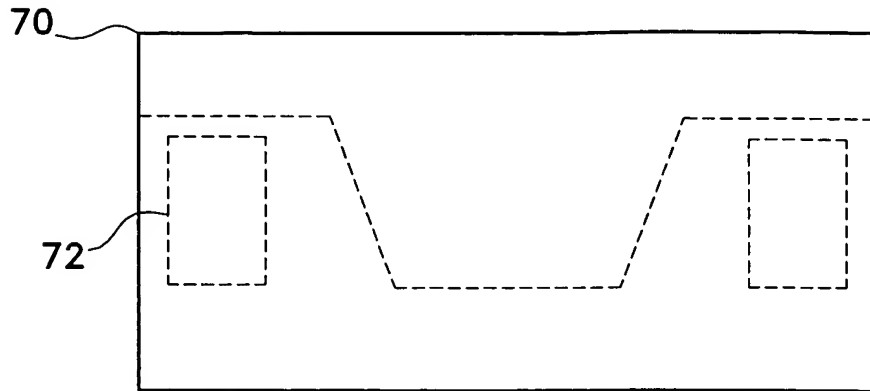


FIGURE 6

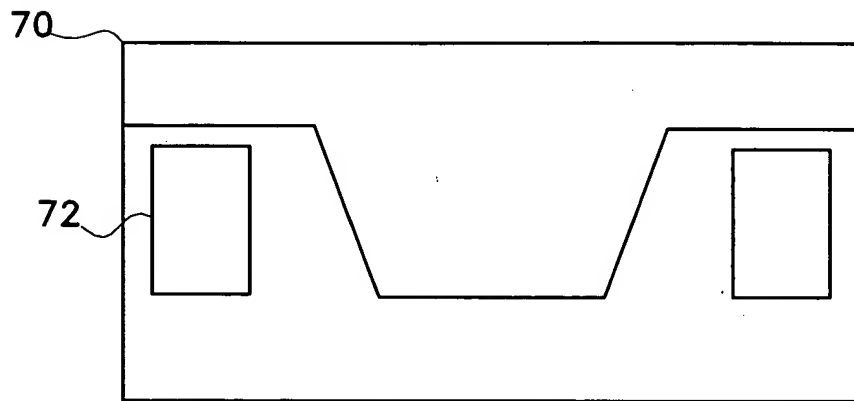


FIGURE 7

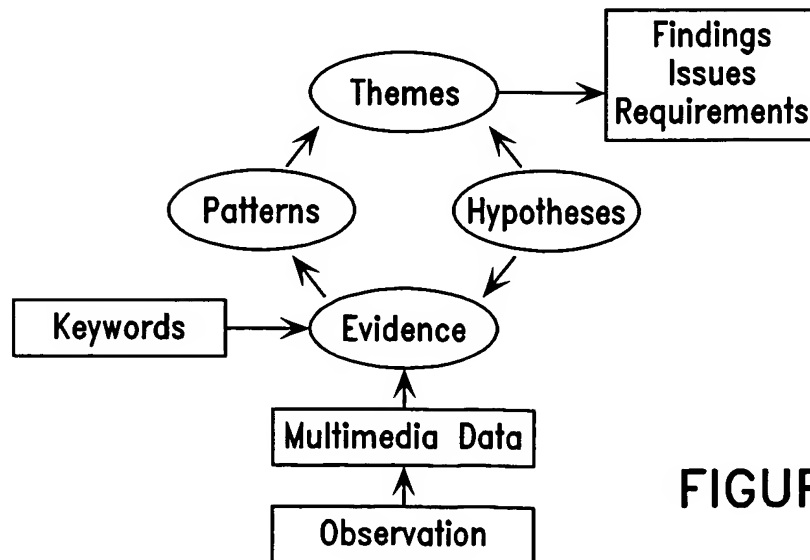


FIGURE 8

10007261.1.10701

Themes

Contribution to
Knowledge
System

Findings, Issues, Requirements

Issue: People will share knowledge
if they know who is using it.
Requirement: Feedback mechanisms
are needed to enhance sharing.

Hypotheses

People have no time to
contribute to knowledge
repositories.

Patterns

People spend large
amounts of time sharing
knowledge via email
and phone.

Evidence

Joe Smith: "I don't have any time to contribute."
Joe Smith: "I spend about 8 hrs/wk helping others."

FIGURE 9

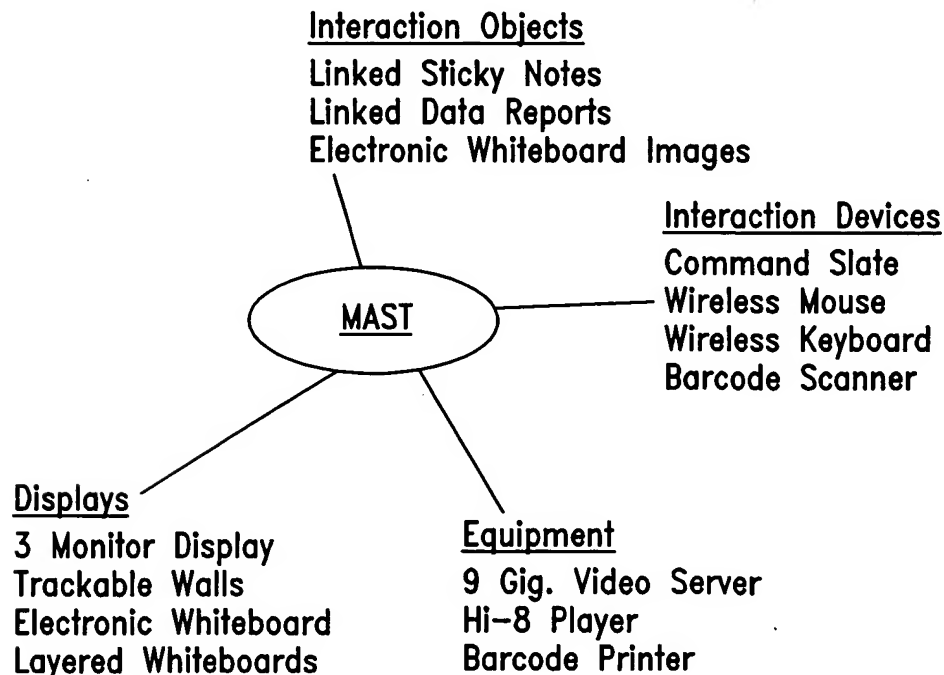


FIGURE 10

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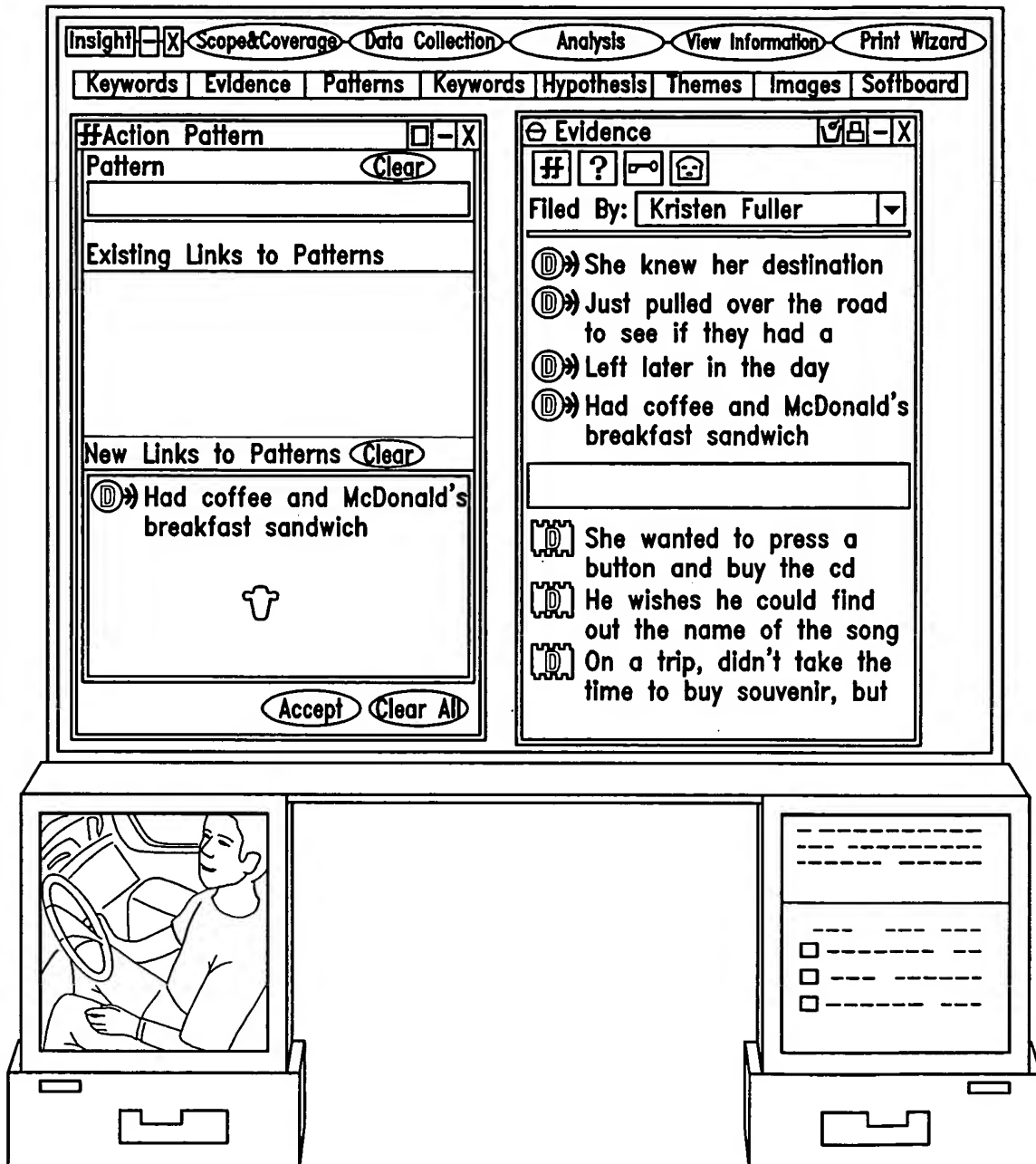


FIGURE 11

Insight

☐ Scope & Coverage

☒ Data Collection

Analysis

View Information

Print Wizard

Keywords

Evidence

Patterns

Keywords

Hypothesis

Themes

Images

Softboard

Action Pattern

☐ - X

Pattern

Clear

Existing Links to Patterns

New Links to Patterns

Clear

Had coffee and McDonald's breakfast sandwich

Accept

Clear All

Evidence

☐ ? ☐ ☐ - X

Filed By: Kristen Fuller

She knew her destination

Just pulled over the road to see if they had a

Left later in the day because she was worried

Had coffee and McDonald's breakfast sandwich

She wanted to press a button and buy the cd

He wishes he could find out the name of the song

On a trip, didn't take the time to buy souvenir, but

FIGURE 12

ff

Pattern

-X

Impulse purchases while in the car are not being taken advantage of

Links to...

D

Left later in the day because she was worried about

D

Had coffee and McDonald's breakfast sandwich

D

She wanted to press a button and buy the cd from th

D

He wishes he could find out the name of a song on t

D

On a trip, didn't take the time to buy souvenir, but w

FIGURE 13

10007261.110701

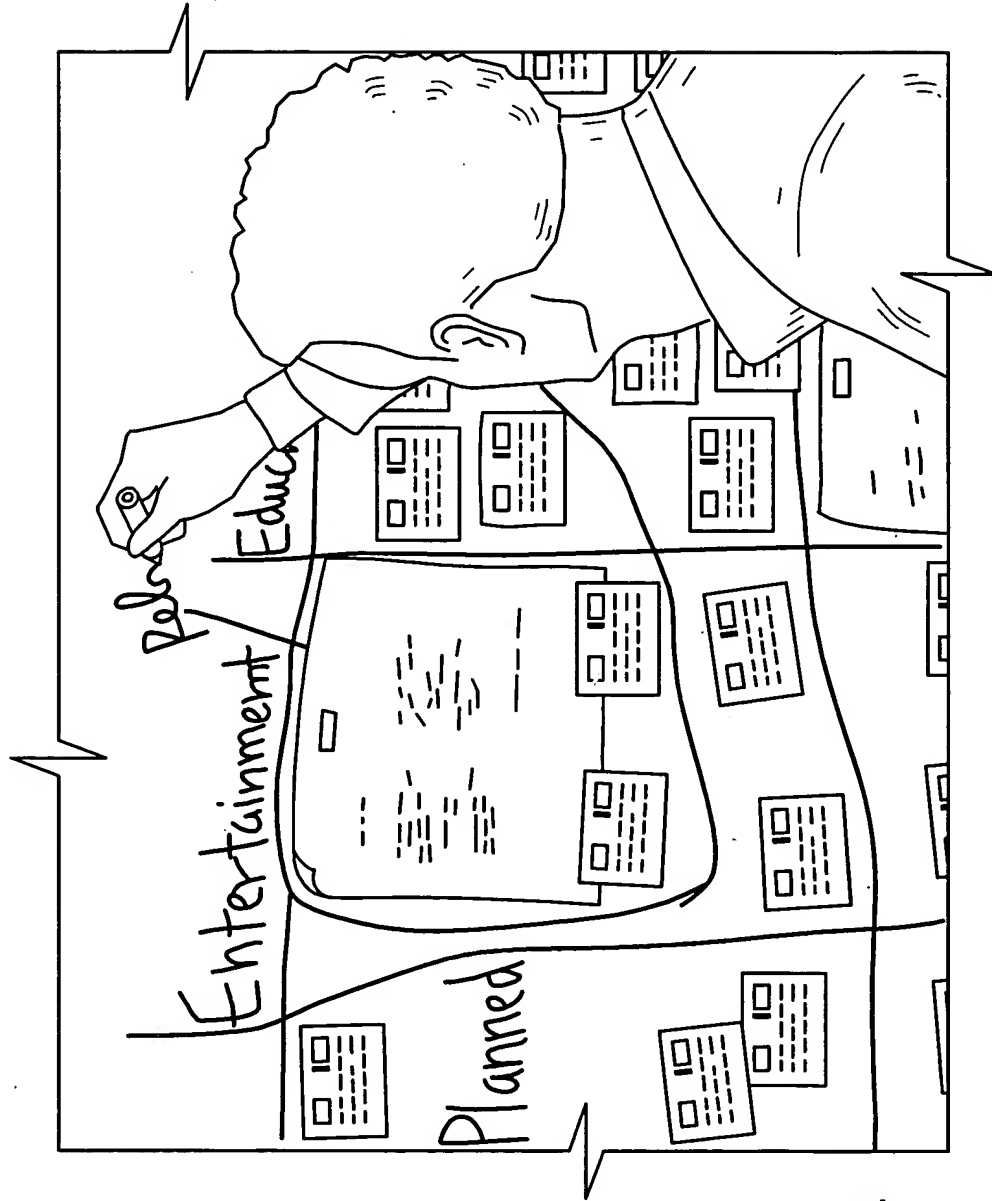


FIGURE 14